



# Industry Open API Hub Provider Manual v1.0

## Purpose of this Document

This document is to provide a quick tutorial guide for API providers onboard the IATA **Industry Open API Hub ("API Hub")**. API Providers can be any airline industry organization which are publishing APIs, such as airlines, airline solution providers, IT start-ups, or other industry parties.

The document aims to summarize the basic steps for setting up your organization and managing your APIs on the hub.

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# 1. Onboarding the hub

## 1.1. Accessing the hub

The Industry Open API Hub is an industry service that is managed in the IATA Customer Portal. Any representative of an industry organization as API provider or consumer can obtain access to the hub service.

**New user:** please follow the below steps to sign up and obtain access.

1. Register an account on IATA's Customer Portal, by clicking "Sign Up" button in the API hub landing page, or directly opening the user creation page (<https://portal.iata.org/s/login/SelfRegister>).

Create Team   Add Your API   Docs   Log In   **Sign Up**

2. Specify your business email address, and fill in the user creation form including the Sector of your organization.

A screenshot of the "User Creation" form. The form has a red arrow icon on the left. The title "User Creation" is in bold, and there is a "Login" link in blue text to the right. Below the title, there is a label "Business Email (in case you have one)" and a text input field. At the bottom of the form, there is a "Next" button.

## User Creation

[Login](#)

Business Email (in case you have one)[Change Email](#)

██████████@██████████.com

First Name (Given Names)

Last Name (Family Name)

Country/Territory (Optional)

Switzerland

Sector

Airline

Preferred Language

English

By clicking Submit you confirm you have read and agree to the following terms:

[Privacy Policy](#)

[Terms of Use](#)

Submit

- Log in to the Customer Portal, and click "Request Access" in "Favorite Services" section.

## Favorite Services

[See All →](#)

PaymentLink

Payment Link

ID Card Platform

ID Card Online Platform

IATA Store

IATA Store

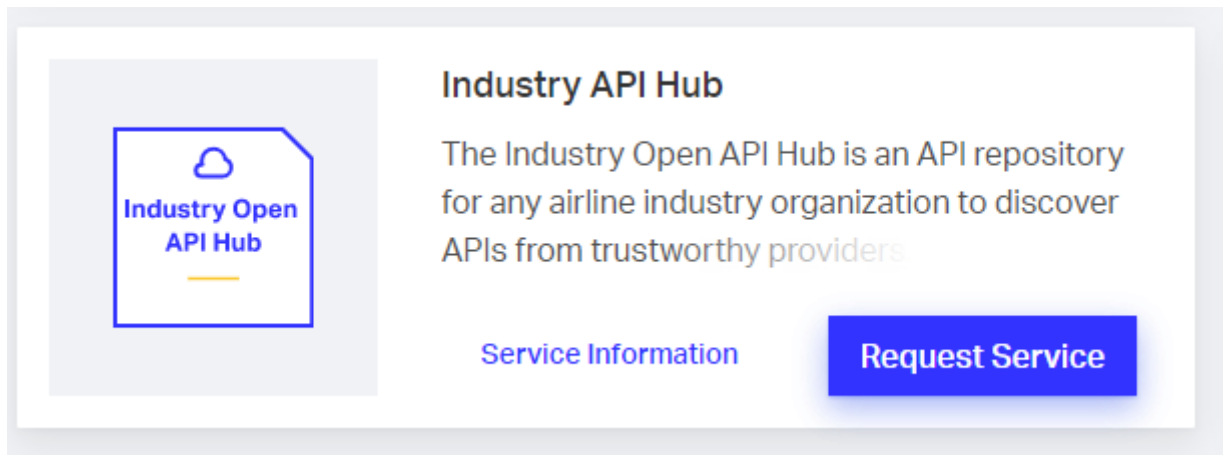
IATA Training

Training Platform (LMS)

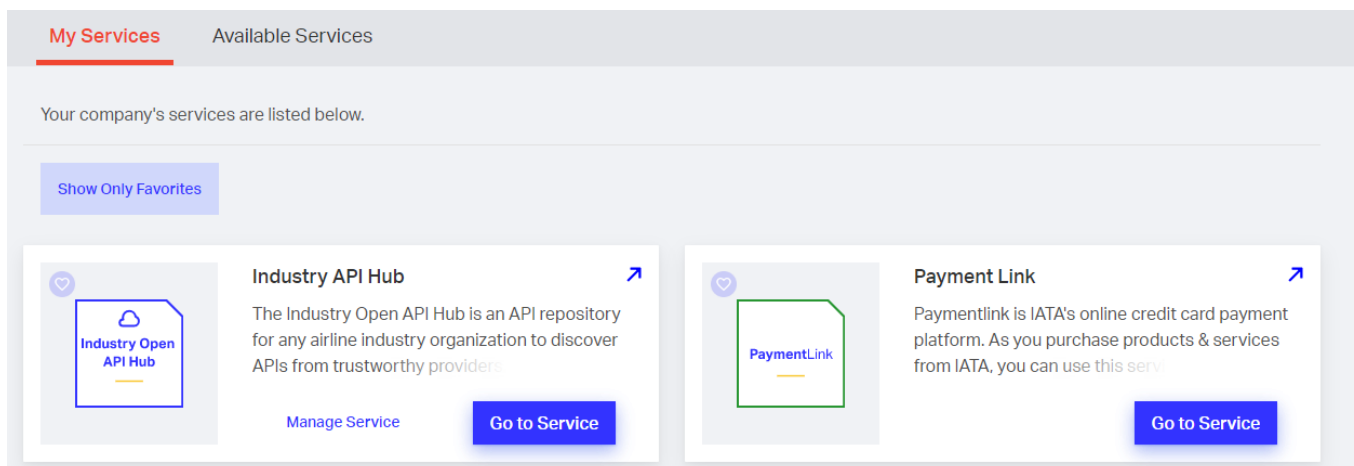
Request Access

3 Provider Manual v1.0 – Provider Manual v1.0

- Find the "Industry API Hub" service under the "Favorite Services", and click "Request Access". Your access request will be sent to the IATA admin for approval.



- Once the access request is approved, you should see "Industry API Hub" service under "My Services" section. You can access the hub by clicking "Go to Service".



**Existing user** - you can access the API Hub service from IATA Customer Portal, by following the below steps.

- Log in to the Customer Portal
- Find "Industry API Hub" service in the "Favourite Services" section, and click "Go to Service"

## 1.2. Onboarding an organization

At the current stage, a user must be the representative of an industry organization, to use the hub as an API provider or consumer. The organization empowers the user to operate on behalf of the organization in the hub, such as managing the organization, publishing APIs, consuming APIs, etc.

### 1.2.1 New organization

You can follow the below steps to onboard your organization

- Contact hub admin ([openapi@iata.org](mailto:openapi@iata.org)) to create your organization
- The hub admin will create the organization and assign you the role of Organization Admin.



More information on the role of Organization Admin (<https://enterprise-docs.rapidapi.com/docs/user-personas#organization-admin>).

## 1.2.2 Existing organization

If your organization has been onboarded in the hub, contact your Organization Admin to invite you as a user to the organization and the appropriate team(s). An organization is made up of the various teams that are managed by the Organization Admin.

The Organization Admin is responsible to manage organization, teams, users, and APIs. Check the organization management articles in the hub documentation site (<https://enterprise-docs.rapidapi.com/docs/>)

The screenshot shows the RapidAPI Organization Dashboard. The left sidebar has a 'Guides' dropdown and 'Organization Dashboard' selected. Under 'ORGANIZATION MANAGEMENT', there are links for 'Manually Creating & Managing an Organization', 'Switching Between a Teams & a Personal Account', and 'Organization Dashboard'. The main content area is titled 'Organization Dashboard' and includes a description: 'The Organization Dashboard is where Organization Admins can invite users, add or modify teams, adjust settings, and more.' Below this, there are three main sections: 'Add New Teammates' with a search bar and 'Developer' role dropdown; 'Bulk Teammate Import' with options to 'Import from GitHub', 'Import from CSV', and a 'Download CSV Template' link; and 'Manage Teammates' with a search bar and a table with columns for Email Address, Username, Name, # Of Teams, and Role. A 'Reactive' button is also visible.

## 1.3. Creating a Team

The Organization Admin can create multiple teams under the organization. Each team may represent a department or branch of the organization, that develops and manages specific set of APIs. For example, an airline may have a team managing distribution APIs, and another team for customer experience related APIs.

To create a team within your organization, please follow the below steps:

The screenshot shows the RapidAPI Organization Dashboard with the 'Manage Teams' section selected. A blue banner at the top says 'Let's get your organization up and running with a few key tasks' and lists four tasks: 'Add teammates to your organization', 'Add your APIs', 'Add external APIs', and 'Customize your Organization Homepage'. A progress bar below the tasks shows 0% completion. A red arrow points to the 'Create new Team' button in the bottom right corner.

1. Select 'Manage Teams' in the organization Dashboard
2. Create New Team



### 3. Input new team info

- Name
- Description
- File

### 4. New team will be visible in the organization Dashboard

For more Information on team management: <https://enterprise-docs.rapidapi.com/docs/manage-teams>

## 1.4. Adding Teammates

The Organization Admin can add teammates to a team.

To add teammates, please follow the below steps:

### 1. Navigate to “Manage Teams” in the Organization Dashboard. Select a Team and click on ‘Edit’

The screenshot shows the 'Manage Teams' interface in the Organization Dashboard. The left sidebar contains navigation links: Manage Teammates, Manage Teams (selected), Organization Homepage, Subscriptions & Usage, Approvals, Inbox, Organization Settings, and Audit Trails. The main content area has a search bar for teams and a table listing existing teams. The table has columns for Name, Description, # Of Team Members, and Action. One team is listed with 1 member. The 'Action' column for this team contains 'Edit' and 'Delete' buttons. A 'Create new Team' button is located at the top right of the table.

### 2. Invite new Team members (email and role)

Add New Team Members

Invite User

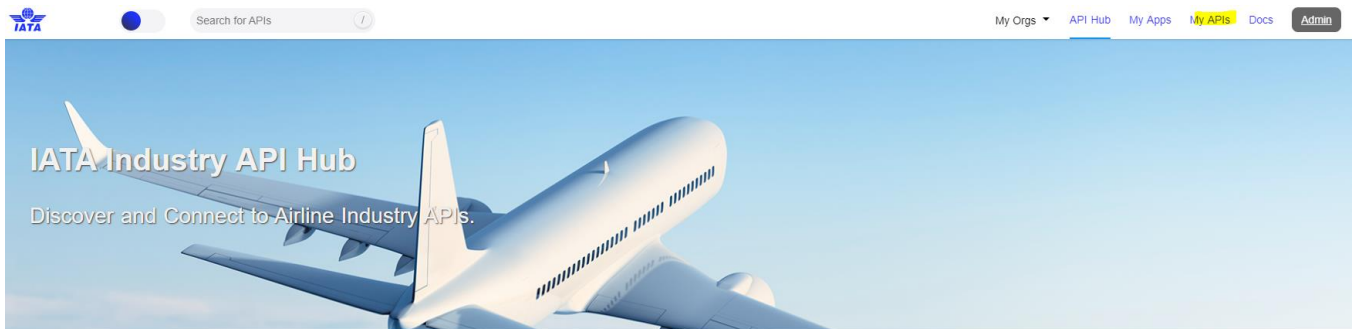
For more Information on teammates management: <https://enterprise-docs.rapidapi.com/docs/manage-teammates>

## 2. Publishing an API

### 2.1. Creating an API

To create an API of your organization in the API Hub, please follow the below steps:

1. In the API Hub main screen, select 'My APIs'

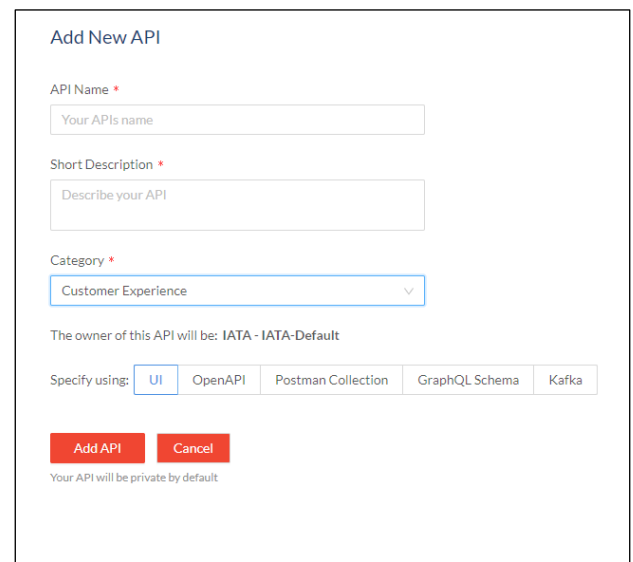


2. Click on 'Add New API' in the menu

3. Input API basic information

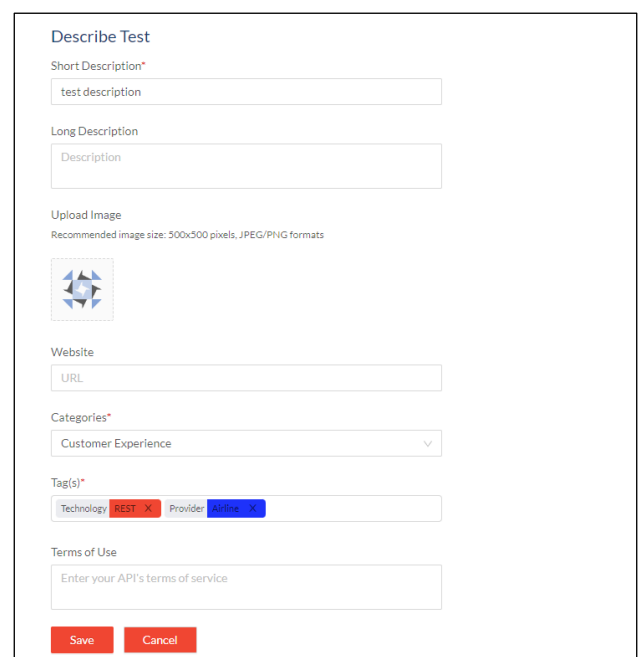
- Name (cannot be changed afterwards)
- Short Description
- Category
- Specification

4. Add API (Confirmation email will be sent)



5. If you choose to use UI to specify API details, input the information, such as

- Long Description
- Image
- Website
- Tags





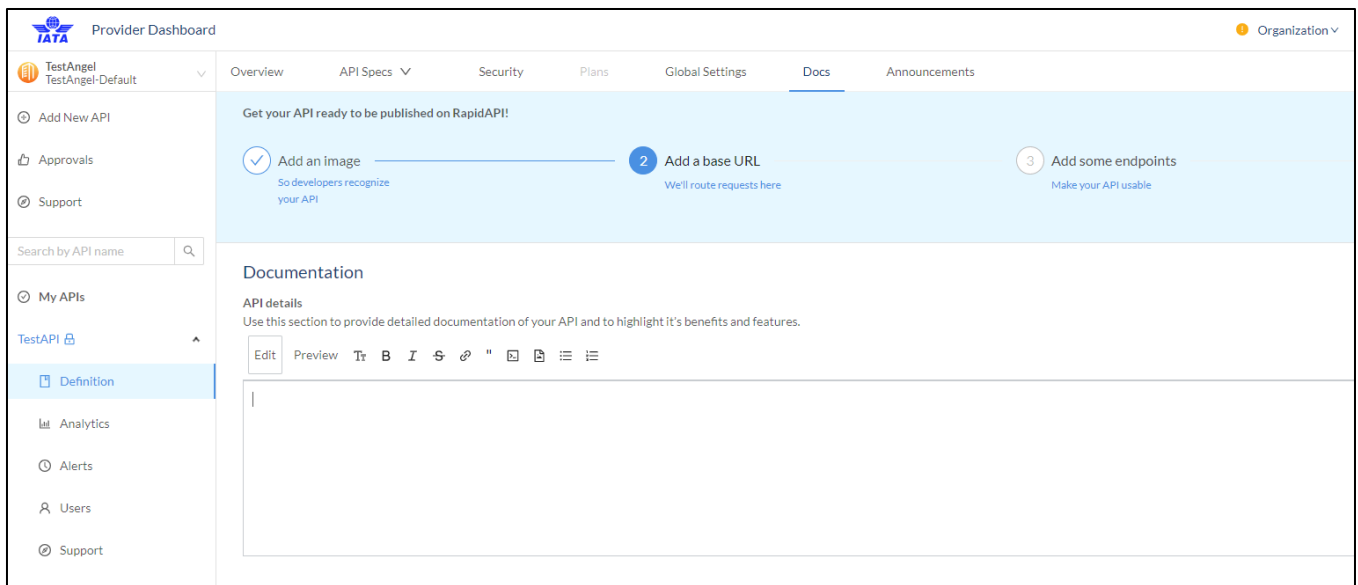
**Tips:** Configure logos to distinguish your organization and APIs in the hub.

For more Information on creating API: <https://enterprise-docs.rapidapi.com/docs/adding-and-updating-openapi-documents>

## 2.2. API documentation

You can add document of the API, such as developer guide, onboarding procedure, tutorials, etc.

You should follow below steps to add API documentation:



1. In the API Hub main screen, select 'My APIs'
2. Navigate to "Definition" of your API
3. Select 'Docs' tab
4. Use the markdown editor to add API documentation

For more Information on API Documentation: <https://enterprise-docs.rapidapi.com/docs/docs>

## 2.3. Setup API Connectivity

In addition to basic discoverability through the API Hub, you can also configure the hub to connect to your APIs, such as an API managed in your sandbox or production environment. This allows more efficient evaluation process that the consumers can interact with the API right after the discovery, and receive live responses.

It is recommended to specify whether developers can connect from the hub to one of the live API environments, in the description or documentation.





## ICER API Documentation

The official industry standard for pricing and ticketing transactions when converting fares, taxes, and fees to an alternate currency. By clicking the "Test Endpoint" below, you connect to the **sandbox API**.

To set up API connectivity, please follow these steps:

1. In the API Hub main screen, select "My APIs"
2. Navigate to "Definition" of your API
3. Under "API Spec" section, define the API URL, authentication parameters under "Access control".

For more information on configuring API authentication: <https://enterprise-docs.rapidapi.com/docs/configuring-api-authentication>.

The screenshot shows the RapidAPI API definition interface. The left sidebar contains navigation links: Add New API, Approvals, Support, Search by API name, My APIs, TestAPI, Definition, Analytics, Alerts, Users, and Support. The main content area is titled 'Get your API ready to be published on RapidAPI!' and includes a progress bar with three steps: 1. Add an image, 2. Add a base URL (current step), and 3. Add some endpoints. Below the progress bar, the 'Version v1' section is active, showing 'Settings', 'Endpoints', and 'Transformations' tabs. The 'Base URL' section allows adding a base URL, configuring multiple URLs, overriding URLs, and selecting a load balancer. A table lists the 'Pool Name' (default) and 'URL' (default). The 'Access Control' section includes 'Authentication' (RapidAPI Key Authentication Set) and 'Secret Headers & Parameters' (Secret request headers and parameters will be transparently added to every request made by a client). A table for 'Secret Headers & Parameters' has columns for Name, Value, Type, and Description. The bottom section, 'Keep Your API's Definition Up To Date', provides instructions on using the CLI/CD API to update the API's definition and includes fields for API ID and API Version ID.

Pool Name	URL	Load Balancer
default		

Name	Value	Type	Description
Name	Value	Header	Description

API ID: `api_7876a874-b918-4dbb-9439-28f5a48c44c1`

API Version ID: `apiversion_ccc6c903-5aa2-4cc5-b043-a86aea36a022`

## 2.4. Make the API public

You can make your API publicly visible in the hub, by making it public.

To set an API to public or private, please follow these steps:

1. In the API Hub main screen, select "My APIs"
2. Navigate to "Definition" of the API to be published



3. Check the box "I confirm that I own or have rights to publish this API according to the IATA Terms of Service"
4. Change Toggle button as "Public"

**Provider Dashboard**

**IATA**  
IATA-Default

Add New API

Approvals

Support

Search by API name

My APIs

test

**Definition**

Analytics

Alerts

Users

Support

**Gateway DNS**

The gateway developers use to make a request to the API.

rapidapi.com X

Save

**Invite Developers**

Developers invited to your API can view the API page and make API requests even if the API is private.

Select Type Start typing user name...

Type	Name
Team	IATA-Default (iata-iata-default)

**DANGER ZONE**

**API Visibility**

Switching your API visibility to Public makes it searchable and accessible to everyone. A request for approval will be submitted. You will need to approve this request in the [Organization Dashboard](#).

☒ Private

☐ Public

I confirm that I own or have rights to publish this API according to the IATA [Terms of Service](#)

**Transfer Ownership**

Transfer ownership of this API to another RapidAPI user.

Transfer This API

**Permanently Delete**

Permanently delete this API. This action is not reversible.

Delete This API

5. In the [Organization Dashboard](#), the Organization Admin will receive an approval request. Once the admin approves the request, the API is public in the hub.

**Organization Dashboard**

Organizations API Hub My Apps My APIs Docs

**IATA**

Manage Teammates

Manage Teams

Organization Homepage

Subscriptions & Usage

**Approvals**

**Approvals**

Time	Type	Status	Team Name	Requestor	Reviewer	Actions
UTC 2022-11-10, 14:52	Make API Public	Open				<a href="#">Approve</a> <a href="#">Reject</a>

For more Information on making the API public: <https://enterprise-docs.rapidapi.com/docs/private-apis>



## 2.5. API Quality

You may want to check below recommendation on the quality of API in the hub. It helps to promote the discoverability and usability of your APIs, and offer better developer experience.

### 2.5.1 Thorough API information

Developers will like your API, if they can find all relevant information to easily understand the API from the hub. You should always try to describe your API as accurately and thoroughly as possible.

The information include:

1. Basic information, such as name, description, category, endpoint, example response, Terms of Use, etc
2. API documentation, such as tutorials, data structure, how to get access, request limit, etc.

In addition, you can use “Tags” or “Spotlights” to better describe your APIs.

#### 2.5.1.1 Tags


You can define tags for your API, such as technology type, provider type, certification, etc.

Tag(s)\*

Technology REST X Provider IATA X

The tags are shown on the API page. The tag and the tag values can be used as criteria when consumers search for relevant APIs.

ICER   Open Air 0

By IATA | Updated 6 days ago | Reference Data and Technology |  Edit

Search:

flight

Categories:


Collections:


Sort By:


Tags:


All APIs Collections

Flight APIs

**Customer Flight Info**  
This is the LH Flight info API

**Flight Status**  
Flight Status with ETA, ETD, STA, STD, Gate Info and other flight information.

**Flight Status**  
This service returns flight status information for all Qantas flights (including code share flights).

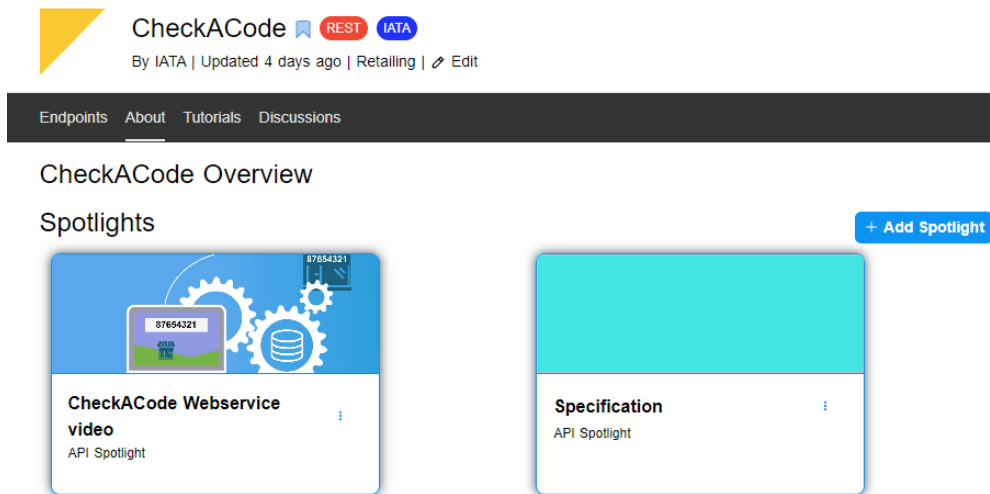
**Flight Status**  
This service returns flight status information for all Qantas flights (including code share flights).

#### 2.5.1.2 Spotlights

You may want to use spotlights to link external resources, such as developer guide, API website, introductory video, etc to the “About” section of API page in the hub.



More information on Spotlights: <https://enterprise-docs.rapidapi.com/docs/featured-spotlights>.



## 2.5.2 API connectivity

It helps developers to evaluate and decide to use your API, by allowing them to connect to your API live environment (sandbox, production, etc) and be able to get the “200” response as easy as possible. In the meantime, providers have full control over the API and the data in the hub.

As an API provider:

1. You can setup and control the API access, by [Configuring API Authentication](#) and [defining Secret Headers & Parameters](#) in the hub.
2. You can also [define Rate Limit](#) of your API, to control the number of developer requests that are allowed from the hub within a given timeframe.

## 2.5.3 Follow industry best practices and programs

You can achieve IATA certification or adopt industry programs for your API. Any APIs achieved IATA certification, such as [NDC](#), [Open Air](#), [ONE Record](#) certification, will be assigned a specific tag. It showcases to the consumers that, this API follows industry best practices being recognized by IATA. The consumers can search by tag to discover the certified APIs in the hub.



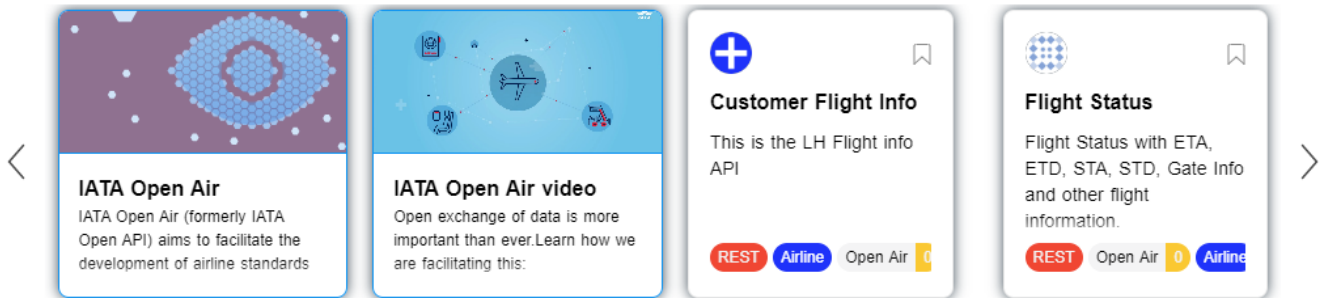
The certified APIs are listed under the corresponding collections in the hub landing page as well.



## Open Air

View All

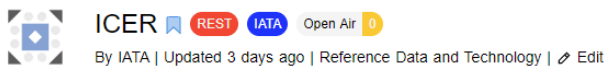
IATA Certification to promote adoption of open API standards across the Airline Industry, under IATA Open API program



## 2.5.4 Developer Engagement

The API Hub is your direct communication channel with your developers.

1. You can find all your API subscribers in the Provider Dashboard and send [announcement](#) to them
2. You can receive messages directly from hub users, and reply to them
3. You can see all discussions created by developers



Endpoints About Tutorials Discussions

Discussions

+ New Discussion

▼ Comments ▼ Created

4. Developers can vote on the API by providing the rate

You should engage developers actively and offer good developer experience in your API

1. Actively respond to developer messages or discussions
2. Use Announcement to communicate your API roadmap and updates actively to the subscribers if applicable
3. If you allow direct connectivity from the hub to your API, make sure the connectivity works as expected so developers can evaluate at any time.

## 3. More questions ?

Please check API Hub [FAQ](#), the solution documentation (<https://enterprise-docs.rapidapi.com/>) or contact IATA Hub Admin ([openapi@iata.org](mailto:openapi@iata.org)).